

**CLIENT'S CHARTER ACHIEVEMENT
JUNE 2021 STRIDE**

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	JUNE	
1. MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED		
1.3 DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)		
1.3.1 To conduct research, investigation and studies related to defence technology within a period three (3) months from the date of complete application received.	100% (Quantity: 2/2 applications)	<u>Corrective Action:</u> N/A <u>Preventive Action:</u> N/A
1.3.2 To complete tests and issue report within a period not exceeding: (i) one (1) month from the date of complete application received for non-tender item; and (ii) three (3) months from the date of complete application received for tender item.	96% (Quantity: 27/28 applications) <i>[Sample: 337; Test: 1571]</i> 100% (Quantity: 42/42 applications) <i>[Sample: 1227; Test: 15198]</i>	<u>Corrective Action:</u> Customer has been notified in writing that a two-month period is required for testing and mutually agreed. Refer to KP/STRIDE/TP/2021-33(1). <u>Preventive Action:</u> N/A <u>Corrective Action:</u> N/A <u>Preventive Action:</u> N/A
1.3.3 To screen and endorse Defence Procurement Specification within a period not exceeding fourteen (14) days from the date of application of complete specification.	100% (Quantity: 10/10 documents)	<u>Corrective Action:</u> N/A <u>Preventive Action:</u> N/A